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**Duke, Daphne**

**From:** Taylor, Teresa <ttaylor@oceanlakes.com>  
**Sent:** Monday, March 21, 2022 10:19 AM  
**To:** ✓ PSC\_Contact  
**Subject:** [External] 103-823-2 Protection of Customer Data Ocean Lakes Utilities, LP  
**Attachments:** Customer Data Privacy and Protection Policy .docx

Attached is our Customer Data Privacy & Protection Policy. We also received a directive dated 2-24-22, order number 2022-141, Docket number 2019-387-A. Is there anything we need to do with that? Being a small water company do we need to show up for any type of hearing or testimony? I reached out to the Office of Regulatory Staff and they advised me to contact and ask the PSC directly.

Thank you for your help in this matter,



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# Ocean Lakes Utilities, LP

## Customer Data Privacy & Protection Policy

### 103-823-2 Protection of Customer Data

#### Section H. Public Utility Guidelines

- (a) **Customer Notice and Awareness-** Ocean Lakes Utilities, LP will post this letter on the Ocean Lakes Campground website. The customers will also be notified by mail.
- (b) **Customer Choice and Consent-** Ocean Lakes Utilities, LP does not share any customer information with a third party. If that policy should change the customer will be notified and may opt out of the sharing of information.
- (c) **Customer Data Access-** Customers may call Ocean Lakes Utilities, LP any time during business hours of 8-5 Monday – Friday for access of their data.
- (d) **Data Quality and Security Procedures and Measures-** Any customer information collected is scanned into Ocean Lakes Utilities system with important information (account number, etc) marked out. Our system is PCI compliant.
- (e) **Public Utility Accountability and Auditing-** Ocean Lakes Utilities, LP does not share any information with a third party. All employees must have a password to obtain information to any customer data. Employees are trained to only release information to customers after verification. Upon termination of employee, access is removed.
- (f) **Frequency of Notice to Customers-** This notice will remain on Ocean Lakes Campground website. A copy of this policy will be mailed yearly with the Consumer Confidence report.
- (g) **Due Diligence Exercised by Utility When Sharing Customer Data with Third Parties-** Ocean Lakes Utilities does not share any data with third parties.

If you have any questions regarding these policy's please call us at 843-828-4820.

Thank you,

Ocean Lakes Utilities, LP